

Notice of References Cited	Application/Control No. 09/757,728		Applicant(s)/Patent Under Reexamination COUSSEMENT, STEFAAN VALE	
	Examiner Azizul Choudhury		Art Unit 2145	Page 1 of 1

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-6,332,154 B2	12-2001	Beck et al.	709/204
*	B	US-6,611,590 B1	08-2003	Lu et al.	379/265.09
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	M	US-			

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NON-PATENT DOCUMENTS

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	U	Oryal Tanir and Richard J. Booth, "Call Center Simulation in Bell Canada," IEEE, December 1999, Volume 2, pp. 1640-1647
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.